

Tuesday, September 19th, 2023

7:45-8:30	Registration, Continental Breakfast, Networking, Vendor Connection
8:30-8:45	Opening Remarks – John Curran, ARMANE President Jim Merrifield – ARMA International
8:45-9:30	Opening Keynote: Jesse Wilkins President Athro Consulting Winning at Work: Industry Trends to Keep Your Skills Sharp The one constant in the information governance/information management industry is change. And it seems to be coming faster and faster - after all, who'd heard of ChatGPT more than a year or so ago, and now it's everywhere. In this session, we'll review some of the trends in the IG landscape, including developments in technology, IG-related processes, and standards and guidelines. We'll look at what's on peoples' minds in the context of what they want to learn about and how the IG associations are addressing those concerns. We'll conclude with some ideas on where to go to find learning and other resources on these topics.
9:30-9:45	Coffee Break
9:45-10:45	Michael Landau National Compliance Evangelist NetApp What is in your policy? Got Chat GPT, Embedded or Open AI, Zoom, Teams or Slack? What to consider for your business, security, privacy, and risk policies? A governance and compliance user's view into being able to set policies for organizational data and the technology we use. What should we consider when we set policies and standards for the tech we have, the next shiny new technology or service provider? Do you use AI, Analytics, Machine Learning, and Natural Language Processing? Is your AI open, closed, on-prem, in the cloud, or hybrid? Does your tech have security and privacy or discovery controls? Where does the data live, age, or die? Who owns it, and who is responsible for it?
10:45-11:05	Vendor Connection
11:05-12:00	Lewis Eisen Founder Perfect Policies™ Employee Experience of IG Your policies and procedures help shape the experience other employees go through. But how many employees at your organization would describe the IG part of their job in positive terms? We are often so focused on our own agenda and challenges that we don't stop to examine what the experience feels like from the other side. Your organization will have better compliance with its IG program when it forms part of a positive employee experience overall. This session looks at what we can do to move in that direction.
12:00-1:30	Lunch, Sponsor Session, Networking David Miers Operations Manager Reliance Information Consulting Records Storage Contracts It's not just about the cost to store a box. Details matter when negotiating a storage contract. This session looks at aspects of a storage contract you should negotiate for to get the best service levels from your storage vendor.
1:30-2:00	ChatGBT Trivia

Tuesday, September 19th, 2023

2:45-3:30	Steve Weissman The Info Gov Guy™ AI in Records and Information: What's Smoke, What's Mirrors, and What's Real So far, a few gazillion well-chosen words have been expended on the power and potential Artificial Intelligence (AI) has to change all our lives either – for better or for worse. Many of those words, however, are used to propagate notions that are distorted or, often, untrue. This workshop-style session exposes several critical truths that you need to know if you are to further your organizational and personal goals. These include the facts that: • Many innovations that are touted as being AI simply aren't (e.g., machine language, RPA, 3D documents) • AI can't solve your problems but sure can cause them! (e.g., 'hallucinations,' 'Ruminant' AI) • AI will not take your job but just might advance it. Join your friends and colleagues in this dynamic discussion of one of the highest-profile topics in information today, and return to your work knowing what's smoke, what's mirrors, and what's real about AI in Records and Information.
3:30-4:00	Vendor Connection
4:00-4:45	Donna Day Senior Manager, Information Governance Coverys Amy Pawle Information Risk Consultant MassMutual Donda Young President Helias Consulting Building an IG Team Many organizations strive to build an IG team to help manage information across varying business areas. The conductor needs to build an orchestra to synthesize the compliance needs of information. In this panel discussion, we will address building an IG team that involves people outside of the traditional records management personnel to help action the goals an information governance program aims to accomplish.
4:45-5:30	Kathryn Rattigan Partner, Data Privacy & Cybersecurity Robinson & Cole Privacy, Security, and AI: Transforming Information Governance Information governance plays an increasingly significant role in the way corporations do business. But what do organizations do with all their data? Where do they store it—and is it secure, well-organized, and accessible? According to the 2023 Data and Analytics Leadership Executive Survey by NewVantage Partners, 94% of organizations plan to increase their data investments this year, yet only 40% of organizations have well-established data policies and practices. In other words, businesses may be spending more on data without planning for how they'll manage, retain (or delete), store, and protect it. In this closing session, we'll discuss: • Understanding privacy laws and regulations that apply to your business and how information governance can help you comply with these laws • Consumer Privacy Regulations (e.g., California Consumer Privacy Act/California Privacy Rights Act, Connecticut Data Privacy Act, and more); the Health Insurance Portability and Accountability Act, the General Data Protection Regulation, and more • Implementing policies and procedures that govern how each department in the business handles information and retains/destroys information in compliance with legal requirements and business needs • Monitoring for changes in the regulatory structure that governs your business and updating information governance policies accordingly • How information governance is a key element in improving data security for your organization and preventing data breaches

Tuesday, September 19th, 2023

	• Adopting policies regarding the use and disclosure of information • Encrypting data • Continuous monitoring for potential risks and what those current risks are • How and why artificial intelligence is increasingly used in information management (and the legal and ethical considerations when leveraging this technology) • Resolving information silos and increasing efficiency with artificial intelligence
5:30-6:30	Networking

Our Speakers



Jesse Wilkins

- President, Principal Consultant
- Athro Consulting



Michael Landau

- National Compliance Evangelist
- NetApp



Lewis Eisen

- Founder
- Perfect Policies TM



Steve Weissman

- The Info Gov Guy TM
- Holly Group



Donna Day

- Senior Manager, Information Governance
- Coverys



Amy Pawle

- Information Risk Consultant
- MassMutual



Donda Young

- President, Principal Consultant
- Helias Consulting



Kathryn Rattigan

- Partner, Data Privacy & Cybersecurity
- Robinson & Cole



David Miers

- Operations Manager
- Reliance Information Consultanting